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Senior Capstone Project final research report : gaining domestic violence victims' trust in Monterey County law enforcement

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Brooke Ashley

Spring 2009

CHHS 400/496

Senior Capstone/Field Seminar

Senior Capstone Project Final Research Report

Gaining Domestic Violence Victims' Trust in Monterey County Law Enforcement

Keywords: Domestic violence, law enforcement, police, trust, YWCA, workshop, training, Monterey County

Abstract:

Domestic violence victims can feel re-victimized when Monterey County law enforcement are involved. To assist with this problem, a domestic violence training for local law enforcement was collaboratively formed to their expressed needs. A workshop was also formed for women at the shelter to gain their trust in law enforcement.

Table of Contents

I.	Executive Summary.....	1
II.	Agency Introduction.....	2
III.	Challenges.....	3
IV.	Description of Capstone Project.....	5
V.	Conclusion	13
VI.	University Vision Statement and Major Learning Outcomes.....	16
VII.	Bibliography.....	17
Appendix A: Survey for law enforcement training managers		
Appendix B: Domestic violence training for Monterey County law enforcement		
Appendix C: Resource pamphlet		
Appendix D: Interview with women at shelter		
Appendix E: Workshop for women at shelter		
Appendix F: Form for evaluating police response to domestic violence		
Appendix G: Letter to domestic violence agencies		
Appendix H: Pre/Post survey of domestic violence training		
Appendix I: Pre/Post survey of workshop for women		

I. Executive Summary

YWCA Monterey County provides safe refuge, counseling, and support for survivors of domestic violence as well as their children. My senior field placement is at YWCA Monterey County's shelter, called Lawson Safehouse. This shelter is for women and children fleeing from domestic violence and is the only confidential shelter in all of Monterey County. At YWCA, I have seen that domestic violence victims can feel re-victimized when Monterey County law enforcement are involved. When law enforcement is involved with domestic violence, it is crucial that the victims get the most effective assistance.

This capstone project focused on Monterey County law enforcement and women staying in the shelter. I have formed a domestic violence training for law enforcement, shaped to their expressed needs. I received 60% of the surveys back and was able to make a training regarding: resources, handouts, restraining orders, domestic violence in homosexual relationships, effects on children, and victim's rights.

I interviewed women that stayed in the shelter that had Monterey County law enforcement involvement with domestic violence. Their opinion on law enforcement's helpfulness ranged from a -4 to a 5 (which is the highest). Their average score was a 1.67. After hearing their stories and forming the law enforcement's training, I developed a workshop for the women to try to gain the women's trust in local law enforcement. Two of the five women that received my presented workshop had an increase in trust. The median score of trust went from 2.4 to 3.0. I helped two women gain more trust in law enforcement, which means I achieved my goal.

I had continuous appreciation and support by Monterey County law enforcement and other community organizations.

II. Agency Introduction

YWCA has been providing assistance to women as early as 1858. YWCA Monterey County has existed since 1972. The mission of YWCA Monterey County is to “create and provide long standing solutions to preventing and eliminating domestic violence, racism, and prejudice.” Domestic violence is YWCA’s major focus. YWCA encourages the wellbeing and empowerment of women. Currently YWCA Monterey County has two counseling centers which are located in Salinas and Monterey.

My senior field placement is at YWCA Monterey County’s shelter, called Lawson Safehouse. This shelter is for women and children fleeing from domestic violence and is the only confidential shelter in all of Monterey County. YWCA takes in vulnerable women and children, and enables them to become self-sufficient. YWCA provides safe refuge, counseling, and support for survivors of domestic violence as well as their children. YWCA has a 24/7 crisis line to offer support to anyone who needs to talk, get help, or seek information. YWCA also provides educational outreach through delivering presentations on domestic violence and teen dating violence. Presentations help bring awareness of the issue as well as prevention. YWCA also has two school based programs to assist with children from Kindergarten through twelfth grade. YWCA provides individual, couple, family, and children counseling. YWCA also has a legal advocate who helps clients file a restraining order and accompanies the client to court.

Safehouse, the YWCA shelter, assists women and children fleeing from domestic violence. These survivors are provided a room, food, clothing, necessities, school supplies, and other needed supplies for free. These women and children staying at YWCA’s Safehouse Shelter can stay up to eight weeks. Counselors come to the shelter to counsel the women and children. The women receive group and individual counseling at the shelter. Through the whole

Safehouse experience, the women leave with better self-esteem, wellbeing, hope, and future. At my internship, the population being served is women and children, as well as anyone that calls the crisis line. Domestic violence occurs to anyone. All demographics, ages, and economic status are assisted at YWCA. However, not as many victims are being supported and attended to as YWCA would like.

III. Challenges

A barrier YWCA Monterey County has is regarding Women's Crisis Center. Women's Crisis Center was located in Salinas and delivered a lot of the same services as YWCA Monterey County and Monterey County Rape Crisis Center. Women's Crisis Center closed over a year and a half ago due to lack of funding. When this occurred, the Salinas population was left stranded without any help regarding domestic violence and sexual assault. YWCA Monterey County and Monterey County Rape Crisis Center have tried to make sure Salinas is being assisted as much as possible. This was done by taking over Women's Crisis Center's crisis line and opening up offices in Salinas. Though Women's Crisis Center closed down over a year and a half ago, calls are still received asking for the Women's Crisis Center's number, and even confusing YWCA Monterey County with Women's Crisis Center. Through the assumptions and wrong information being spread by word of mouth, some people do not fully know what YWCA has to offer. This is very worrisome to know there are women and children not receiving the help they need. One task for this barrier is to make sure people are being referred to the correct agencies and not being told to locate Women's Crisis Center, which causes more grief and confusion.

Domestic violence affects everyone. The National Coalition Against Domestic Violence (2005) states that "all religious, ethnic, socio-economic and educational backgrounds, and of

varying ages, physical abilities and lifestyles can be affected by domestic violence.” Domestic violence is a problem in all countries, states, and counties. Domestic violence is continually underreported. Victims can be ashamed, living in fear, in denial of the situation, financially dependent on the partner, and so on. When law enforcement receive a domestic violence call, it is crucial that best practice and procedure is applied. A 2005 study by the United States Department of Justice reports that “two in five incidences go unreported to authorities” (Center Against Family Violence, n.d.). This statistic shows that about 40% of domestic violence incidences are not reported. According to RAND California statistics, in 2006, Monterey County Law Enforcement received 2,234 calls. If the Department of Justice statistic and RAND statistics are correct, there were over 3,720 domestic violence incidences in 2006 in Monterey County. Since domestic violence incidences are not always reported, law enforcement need to offer the best assistance to the affected family because it is hard to know when one will call authorities again.

Women in the shelter and on the crisis line have expressed negative experiences with law enforcement. There can be reasons why law enforcement has not assisted to the best of their ability such as: not educated on domestic violence, come from a violent home, do not know correct resources and information, do not show sensitivity, or are not correctly trained. Many women did not think that the law enforcement listened to what they were expressing as victims. Journal of Interpersonal Violence (2000) understands that “For victims, listening and talking constitutes a necessary first step to helping them; when the police are unwilling or unable to do this, it is easy for victims to attribute hostile attitudes toward police” (p. 544). This quote expresses what many women in the shelter and other clients of YWCA have expressed. Some have gone to the point where they feel re-victimized. Another stance that the report in the

Journal of Interpersonal Violence expressed is that “Victims want the police to show empathy for them and their situation” (p. 546). If a woman does not feel like an officer is listening, understanding where she is coming from, or making her feel safe, she is already going to put her guard up regarding police assistance. Domestic violence victims can feel re-victimized when Monterey County law enforcement are involved.

YWCA Monterey County does not have much contact or collaboration with Monterey County law enforcement. The International Association of Chiefs of Police has a policy which was in effect July 2003 regarding police response to violence against women. The policy speaks about prevention and training regarding domestic violence. This policy believes in prevention through collaboration. The policy states that “through ongoing partnerships with local advocacy organizations the department shall develop domestic violence curricula and train officers in order to enhance the officers’/agency’s response to victims” (International Association of Chiefs of Police, 2003). It also speaks about sharing the developed curricula with domestic violence advocacy organizations. This source shows that collaboration is essential to assisting victims in the community. Currently there is no collaboration or communication between YWCA Monterey County and Monterey County Law Enforcement. YWCA employees do not know the last time domestic violence presentations were delivered to any Monterey County law enforcement. Collaboration between law enforcement and community organizations is essential to best assist domestic violence victims.

IV. Description of Capstone Project:

My capstone project has two population focuses: law enforcement and domestic violence victims in YWCA Safehouse Shelter. The capstone project is forming a domestic violence

training for Monterey County law enforcement. With the women in the shelter, a workshop will be delivered to increase the women's trust in law enforcement.

Methods

There have been many methods established to accomplish my capstone goal. My goal is that victims of domestic violence will have more trust in Monterey County law enforcement. I formed a survey in collaboration with a Monterey County Lieutenant. The questions asked are: when the agencies last domestic violence training was and by whom, what topics were covered, what they would like in their domestic violence training (which is done by checking boxes), when and how long they would like the training, how often, and any further comments. The survey is attached in Appendix A. The survey was sent via email to fifteen training managers. I received nine surveys back. This means I have 60% of the county's opinion, which is more than half.

The following chart shows when the nine law enforcement agencies last received domestic violence training. Fortunately, three agencies had domestic violence training within a year ago. One agency had not had training between one to two years ago. Two agencies had no domestic violence training within the last two to three years. One agency had not had domestic violence training for over six years. This is shocking because there have probably been new officers hired within the last six years at the certain agency without any domestic violence training.



Once results were sent back I analyzed and took the top six answers to compile in a domestic violence training. Below are the results from the nine surveys. Out of twelve needs the six topics that are covered in the domestic violence training are: resources, handouts, restraining orders, homosexual relationships, effects on children, victim's rights. The sixth answer was tied at five votes for stalking, repeat incidences, and effects on children. I could not have the training on all of those additional topics. Therefore, I chose the most important dynamic in domestic violence. I chose effects on children because there are many detrimental effects on children who are being grown up in a violent home. Law enforcement needs to know how the abuse affects children physiologically, emotionally, and physically. The domestic violence training is attached in Appendix B.



The following chart shows how long law enforcement agencies could allot YWCA Monterey County to train officers on domestic violence. This shows that three training managers want the training under half an hour. Two training managers would like it no more than one hour. Two training managers would actually like it to be between two to four hours. Two to four hours are an amazing amount of time to train law enforcement. Unfortunately two training managers did not write how long they would like the training to be. I am forming the training to be about fifteen to thirty minutes because that is the usual allotted time for trainings. However, the information can easily be elaborated on if needed to be an hour, two hours, or even four hours. If a law enforcement agency wants a two to four hour training, YWCA will present on all twelve issues presented in the survey as well as form real life scenarios to act out.



The following chart shows how often the training managers would like the training to occur. Five agencies want the training every year and four agencies want the training bi-annually. This shows YWCA Monterey County how often to expect delivering trainings to Monterey County law enforcement.



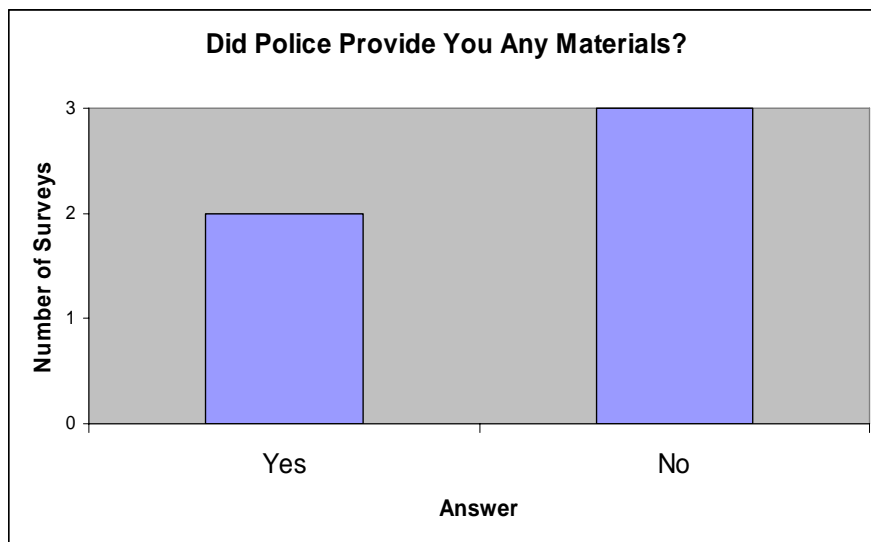
All the training managers wanted resources. I called all different domestic violence related agencies to tell them that I was making an English and Spanish resource page. They all supported it. I contacted the District Attorney's (DA) Victim Witness Program. I was informed

that they already have a universal resource pamphlet specifically made for law enforcement. I stated my findings from the surveys and the DA's office were very frustrated that no matter how many times the officers and chiefs were reminded of the pamphlet it still was not working to its fullest. Because it is not best to recreate the wheel, I decided to not form another resource pamphlet. What the DA's office and I have decided is to inform law enforcement in my formed training about the pamphlet and where they can obtain the most updated copies. The resource pamphlet and domestic violence handouts are in Appendix C. At every training large stacks of the domestic violence pamphlet will be brought for law enforcement to take. This is the only next step as of right now in regards to giving law enforcement resources. Understanding why the pamphlet is not currently working would be very interesting to find out but that is a whole other project in itself as well as what the officers feel would be the best option for obtaining updated information on resources. Now that the training is completed, all training managers have been notified. They know who to contact for the training and have been sincerely thanked for their assistance in forming the needed domestic violence training.

Women staying in the Safehouse shelter who had Monterey County police involvement were interviewed. The interview consisted of if they called the police, how many times police have been involved, which police department, how they were treated, if they were provided any materials, rate of helpfulness, and further comments. These interview questions are in Appendix D. These interviews were very insightful but also saddening. From January through the end of April, nineteen women have stayed at the shelter. There are five rooms and women can stay up to eight weeks at the shelter so it takes a little while until additional women enter. Out of the nineteen women, ten women have had police involvement. Two women had police involvement

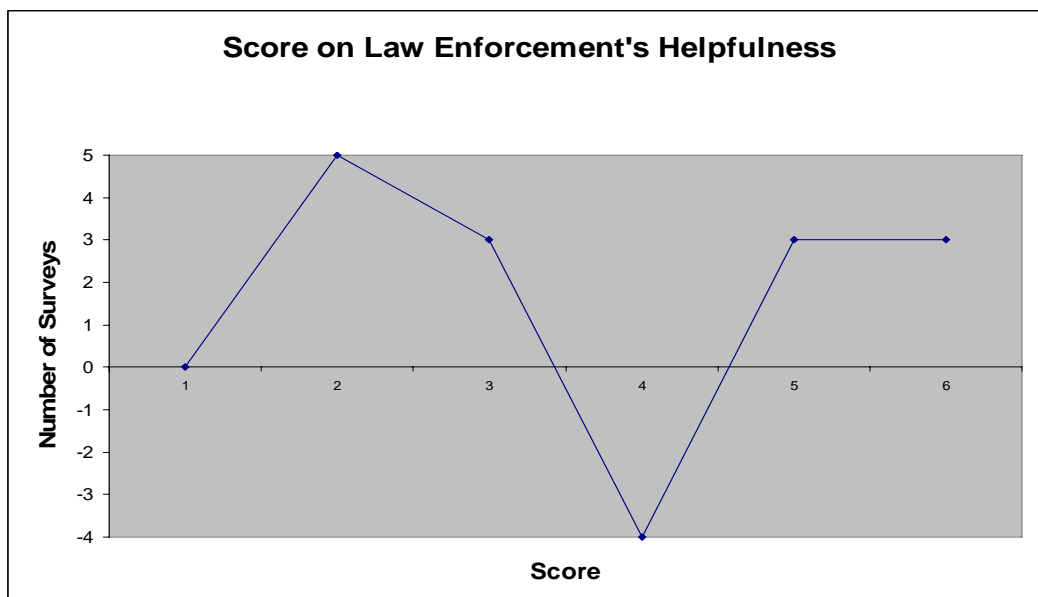
in another state, and eight women had Monterey County law enforcement involved. I have had the chance to interview five women that had Monterey County law enforcement involvement.

The following chart shows if the women received any materials regarding domestic violence or about community agencies that can help. Two women were provided materials, yet three women were not. This is interesting to see because every law enforcement agency wanted information on resources, and have additional handouts. This coincides because law enforcement states that they need Spanish and English resources and handouts for the victims, and more than half the women were not given any materials.



The following chart shows what each woman rated the involved police department. There are six rates being shown on the chart because one woman had two police involvements with different departments. A woman rated her involved police department a -4. This was very shocking to hear. She stated that she will never call the police ever, ever again no matter the situation. This is sad to hear because she has a daughter and was pregnant with a second child. She felt re-victimized, that the police were biased towards her partner because they knew him, and that the situation was completely awful. Another woman rated the law enforcement with a zero. She rated a zero because she did not get the needed help, was not seen as the victim, and

needs the law enforcement to know how to treat victims. She, just like the other woman, will not call the police again. This woman has three children. Fortunately, a woman scored a police department with a five. She felt very safe with the police. They reassured her to not feel guilty of the abuse and to not be afraid. I was very grateful for her opinion. However, it is hard to hear that two women, with children, will never call the police ever again no matter the situation. The average score from these five women regarding the helpfulness of law enforcement is a 1.67.



After these interviews their stories made me become an even stronger advocate for them. I have made a workshop for the women to learn more about the law enforcement and gain trust in their law enforcement. The workshop is in Appendix E. The workshop tells the women what the law enforcement's training contains from the training managers survey. This shows the women that YWCA Monterey County has heard the victim's complaints and comments and are trying to ensure no more re-victimization occurs. The women will learn what law enforcement are trained on and understand how they are supposed to be treated. Women are also told about what they can do if they have a bad experience with law enforcement. Women will hear the positive comments that were provided by law enforcement. A police officer is also going to

attend the workshop so that they can speak on behalf of Monterey County law enforcement. Prior to the workshop I am going to ask all the women if they feel comfortable with an officer attending. If they do feel comfortable, meeting an officer could help the women see a police officer for who they are, and not thinking about their own safety at the domestic violence incident. Women will be reminded in the workshop that domestic violence incidences are the most dangerous for law enforcement to assist. This will be further shown by the police officer's stance. This workshop will be during their nightly support groups. Women have nightly support groups Sunday through Thursday night. This workshop will be provided during every woman's stay in the shelter.

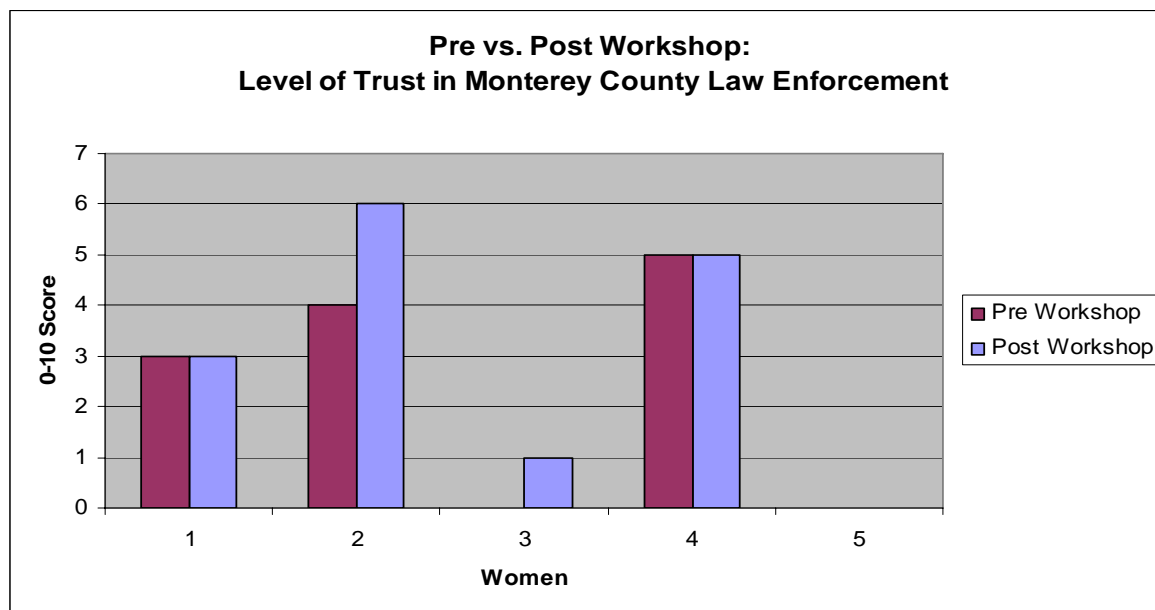
V. Conclusion

All trainings will be evaluated on its effectiveness. The officers will answer a short questionnaire before the training and will answer the questionnaire again afterwards. The questionnaire will look at how many resources officers know, what the major types of restraining orders are, different effects on children, and what to provide to victims. The pre/post survey is in Appendix H.

The workshop for women was evaluated on its effectiveness. The five women answered the same survey before and after the workshop. The survey contains questions regarding what law enforcement is trained on, the level of trust in law enforcement, and what victim's should be given. If a Monterey County officer is part of the workshop, the questionnaire will be taken without the officer's presence in the room. A major difference that is being looked at is the score regarding the women's trust. I hope to see a rise from before and after the workshop. This pre/post survey is in Appendix I.

When analyzing the pre and post surveys, I saw a slight change in answers. The women were asked what law enforcement should be giving victims of domestic violence. The women's answers were victim's compensation, call family members, restraining order services, and resources. After the workshop, four women stated resources should be given, one more also said the officer's name and badge number, as well as an evaluation form on the officer. This shows that the women understand they should be receiving information about resources as well as about the involved officer.

The women were asked to score their level of trust in Monterey County law enforcement on a 0-10 scale. The following charts show the pre and post survey answers.



The median score for the pre-survey is 2.4. The median score for the post-survey is 3.0. Two women scored their level of trust higher after the workshop. The other three women's score stayed the same. This workshop will be given to every woman that stays at the shelter. Since I helped 40% of these women's level of trust in law enforcement, I am very content with the results. Unfortunately, two of the women were not originally from California so they had no Monterey County law enforcement experience. Another woman from Monterey County has a

criminal record and has absolutely no trust in law enforcement, and does not want to change her opinion. Her score was a zero on the pre and post survey. Fortunately, the two other women did show a change in their level of trust in law enforcement. This makes my workshop very successful.

This project has been a great experience for me from the very beginning. I am happy to show my results and hard work. It is a great feeling to give other domestic violence agencies a copy of the developed training for their records of what law enforcement want in their training. The letter to other domestic violence agencies is in Appendix G.

I have had a great deal of support from different law enforcement officers and organizations. I have had the chance to share my capstone to the Crime Prevention Officers Association Monterey County meeting twice, and also at the Monterey County Domestic Violence Coordinating Council. This has been very empowering. I saw from all there comments and questions that my goal was needed and many people are appreciative of my effort. Even the law enforcement training managers that took my survey were appreciative. One Sergeant said, “Thank you very much for taking this on, it will be extremely beneficial is this training can get done.” Others wrote that it is “definitely a needed class” and they want “ongoing training.”

There are some recommendations I would make. I did not have an opportunity to make a laminated check-off list for officers. I was going to develop a check-off list of what officers need to make sure they do for the victim such as give resources, handouts if needed, name and badge number, and so on. This was going to be worked on collaboratively with the District Attorney’s office. They did not get back to me in time to finish the card before the end of my placement. I wanted to wait until they spoke about what it most needed on the card because this card can be

passed out for a very long time in Monterey County and I want to ensure that it is 100% correct and helpful. Forming this check-off list would be the next step in fully finishing this project.

VI. University Vision Statement and Major Learning Outcomes:

My capstone will fulfill the University's Vision Statement of what their students will accomplish as well as the Department of Health and Human Services and Public Policy. The University's vision aims for students to "be a collaborative, intellectual community distinguished by partnerships with existing institutions." YWCA Monterey County and my capstone will assist with being connected through the community. YWCA Monterey County will be more connected with the law enforcement throughout the whole county. Through the analysis of the questionnaires there will probably be many partnerships made between law enforcement and YWCA Monterey County. With this, my capstone will fulfill the Department's Collaboration Major Learning Outcome. My capstone will also fulfill Information Management, Personal and Professional Communication, Professional Development, and Statistics and Research Methods. Information Management deals with applying the computer to bettering health and human services practices. The computer will be used during the duration of my capstone. Personal and Professional Communication as well as Professional Development will be fulfilled during my capstone project. I will be communicating with many professional law enforcement chiefs, captains, and officers. This will assist me with carrying myself more professionally and expressing myself more professionally. Statistics and Research Methods will be fulfilled from my own statistical analysis techniques to better the community and health and human services.

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Appendix A:

Survey of Training Needs for Monterey County Law Enforcement

Training Manager(s),

As part of my capstone project at CSUMB, I am working with YWCA Monterey County to develop and provide domestic violence training to Monterey County law enforcement. YWCA Monterey County is the main domestic violence agency in the county. With the current harsh economic times, domestic violence incidences rise because of financial disputes.

Monterey County law enforcement need updated training about domestic violence because of the substantial increase. YWCA will provide free training to law enforcement. Please complete the attached survey to assist with the development of a formed training for Monterey County law enforcement.

Thank you for your time,

Brooke Ashley

Survey of Training Needs for Monterey County Law Enforcement

1. How much domestic violence training is law enforcement provided?
2. When is the last time domestic violence training was provided? Who delivered the training?
3. Updated domestic violence training is crucial in this county. What is needed in the domestic violence training? Check all that apply.
 - ☐ Resources
 - ☐ Handouts
 - ☐ Information regarding restraining orders
 - ☐ Information regarding stalking
 - ☐ Consequences victim's face when leaving
 - ☐ Domestic violence in homosexual relationships
 - ☐ Repeat domestic violence incidences in a relationship
 - ☐ Cycle of violence
 - ☐ Effect of children
 - ☐ Power and control
 - ☐ Types of abuse
 - ☐ Victim's rights
 - ☐ State and federal laws
4. What would be a reasonable amount of time to provide this training?
5. How often would you need this training provided (annual, bi-annual, etc.)?
6. Please provide any comments or ideas you think would be beneficial to the development of this training.

Appendix B:

Domestic Violence Training for Monterey County Law Enforcement

Domestic Violence Training for Monterey County Law Enforcement

Table of Contents

Introduction.....	1
Resources/Handouts.....	1
Restraining Orders.....	2
Domestic Violence in Homosexual Relationships.....	3
Effects on Children.....	3
Victim's Rights.....	5
Bibliography.....	6

Introduction

Domestic violence can happen to anyone of any race, age, sexual orientation, religion or gender. It can happen to couples who are married, cohabitating, or who are dating. Domestic violence affects people of all socioeconomic backgrounds and education levels. Domestic violence affects everyone.

Domestic violence is a law enforcement issue because violence against another person is a crime. Law enforcement assistance with domestic violence is crucial to helping the domestic violent relationship. Although there are other organizations that assist domestic violence victims, survivors, and abusers, law enforcement can help influence how the abuse is now viewed by the abuser, victim, and children.

Resources and Handouts

The Domestic Violence Coordinating Council of Monterey County (DVCC) has formed a pamphlet with information on domestic violence, restraining orders, safety planning, and resources. The pamphlet is in Spanish and English. This is the best information for domestic violence victims. The pamphlet is routinely updated and is online. The link is on the left called “Domestic Violence Brochures.” This brochure has the most up to date resource information.

The website link is: <http://www.co.monterey.ca.us/dvcc/>

Main resources for law enforcement to know:

- YWCA Monterey County Crisis Line (831) 372-6300
- California Rural Legal Assistance (831) 757-5221
- Shelter Outreach Plus (831) 422-2201
- Defensa de Mujeres (831) 685-3737
- Monterey County District Attorney Victim/Witness Program (831) 755-5071

* Domestic violence advocate: Bring updated pamphlet and write down the website link for law enforcement. Bring copies of Spanish and English handouts of cycle of violence, and the power and control wheel.

Restraining Orders

California Rural Legal Assistance (CRLA), YWCA Monterey County, and Defensa de Mujeres provide legal assistance regarding restraining orders. Restraining orders help set limits of contact and sets a strong message to the abuser.

Emergency Protective Order:

If law enforcement arrests the alleged abuser, an Emergency Protective Order is mandated. An Emergency Protective Order is obtained by law enforcement when an officer believes that the victim or family member is in immediate danger of domestic violence. The Emergency Protective Order is intended as a temporary measure of safety until the victim can receive a more permanent restraining order, such as the Temporary Restraining Order. The Emergency Protective Order is current from the time of arrest until the court arraignment. The victim can extend the Protective Order by calling the District Attorney's office.

Civil Restraining Order:

Civil Restraining Order is for protection from someone that is not a family member or in a domestic relationship. This can be against a classmate, neighbors, etc.

Temporary Restraining Order:

A Temporary Restraining Order consists of submitting paperwork to the court. The judge approves or denies the Temporary Restraining Order at court hearing.

Permanent Restraining Order:

Permanent Restraining Orders usually last from six months to three years. The order consists of no contact and no closer than 100 yards.

Domestic Violence in Homosexual Relationships

Domestic violence victims who are in a homosexual relationship may be fearful of homophobic and hostile law enforcement, medical providers, social service providers and domestic violence programs. This in turn makes victims fearful in leaving their abusive relationship and obtaining help.

Homosexual relationships can be abusive just like heterosexual relationships. Homosexuals should not be discriminated against. Homosexuals receive the same assistance from law enforcement, medical providers, and social service providers as do heterosexuals.

Effects on Children

Children may develop behavioral or emotional difficulties after witnessing parental/guardian abuse. Children's responses to the violence may vary from aggression to withdrawal to anxiety. In addition, children may develop symptoms of depression or Post Traumatic Stress Disorder (PTSD).

Children witnessing domestic violence and living in an environment where violence occurs may experience some of the same trauma as abused children. Not all children are affected by domestic violence in the same way. Children may become fearful, inhibited, aggressive, antisocial, withdrawn, anxious, depressed, angry, confused; suffer from disturbed sleep, problems with eating, difficulties at school and challenges in making friends. Children often feel caught in the middle between their parents and find it difficult to talk to either of them. Adolescents may act out or exhibit risk-taking behaviors such as drug and alcohol use, running away, sexual promiscuity and criminal behavior.

Children have emotional, behavior, physical, social, and cognitive effects.

Emotional effects:

- Guilt, responsible for the abuse
- Confusion between what love and hate it is
- Anger about violence

Behavior effects:

- Acting out or withdrawing
- Filling adult roles (care-taking)
- Bullying
- Bedwetting
- Nightmares

Physical effects:

- Nervous, anxious
- Neglect personal hygiene
- Often sick with colds and flu

Social effects:

- Isolated
- Do not trust others easily
- Poor conflict resolution skills
- Very social because always wanting to stay away from home

Cognitive effects:

- Blames others for their own behaviors
- Okay to hit others and control others
- Low self-esteem

Children are vulnerable to abuse in the home. Sometimes children are caught in the middle, are targeted, or witness the different types of abuse. Children are not only at high risk of being physically abused, but they are also at risk of being verbally and emotionally abused.

Victim's Rights

Victims should be provided:

- The name and telephone number of responding police agency
- The name and badge number of the responding officer
- Domestic violence shelters, legal assistance, and other related resources

Victims should be reminded they have the right to:

- File a petition requesting a restraining order in regards to their needs (ex: not entering premises, assaulting and attacking, stalking behavior, no contact with children).

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Appendix C:

Resources and Handouts



DOMESTIC VIOLENCE

The Domestic Violence Coordinating Council of Monterey County

Post Office Box 2851
Salinas California 93902

<http://www.co.monterey.ca.us/>

It is a crime for any person to beat or assault another person! Has a spouse or partner (current or former) done any of these things to you?

- Hit you
- Threatened to hurt you
- Locked you up or held you against your will
- Raped or forced you to have sex
- Damaged your property
- Broken into your home
- Stalking

IF YOU ARE IN DANGER CALL 911:

A police officer will respond to your call and conduct an investigation of the abuse.

- Tell the police about the incident in detail.
- Tell them if there are witnesses to the abuse.
- Show them injuries, bruises & damaged property.
- Show them court documents such as a "No Contact Order," Restraining Order, or Emergency Protective Order.
- Ask the police to take pictures. If the police do not take pictures, it is very important to take pictures yourself; bruises may appear several days later. If you are in immediate danger, ask the police to issue an "Emergency Protective Order" to keep the abuser away.
- You have the right to have an advocate present during any subsequent interviews with law enforcement, District Attorney, or Defense Attorney pursuant to Penal Code Section 679.05.

DESPITE ARREST, THE ABUSER MAY BE RELEASED AT ANY TIME

Above all, make sure that you and your children will be safe. Seek medical attention. Consider staying with friends or relatives for a few days. You can also contact a local shelter for temporary housing at a secret location, or for help in finding somewhere else to live.

ASK FOR HELP!

- Ask the police to stand by at your home while you get your things. (See safety plan for list.)
- If you have no money, apply for public assistance right away. You may be eligible for public assistance, food stamps, and Medi-Cal.

RESTRAINING ORDERS

Under the "Resource" section you will find a list of agencies that can help you prepare and file restraining order documents to remove the abuser from your home, to keep the abuser away from you, or calling you, your family, work, children's school, and child care provider.

IF THE DISTRICT ATTORNEY BECOMES INVOLVED:

If the accused bails out of jail, you may need to obtain a restraining order. Contact the agencies listed under the "Resource" section of this handout. If the accused is released on bail, the District Attorney will request a court order keeping the accused from contacting you in any manner. This order will remain effective only as long as the case is pending. If you wish to offer information about the custody status of the accused, or request a "No Contact Order," you should contact the Victim/Witness Assistance Program in the District Attorney's Office.

VICTIM/WITNESS PROGRAM

If you contact the Victim/Witness Assistance Program, they may be able to provide:

- Support and guidance through the court process.
- Help with your immediate needs after the crime.
- Referrals to local resources and services.
- Assistance with recovery of your "out of pocket" expenses, such as medical, mental health and wage loss.

BATTERED WOMAN'S SAFETY PLAN:

It is likely that you will be battered again in the near future. Having an escape plan can help you avoid such tragedy. If you find that you or your children are in danger from your partner, you must leave home and work out a plan which should include:

- Access to a hidden set of car keys.
- A hidden emergency fund, even if it is only one or two dollars stashed per week.
- A suitcase with a couple of changes of clothes for yourself and your children. Leave it with a trusted friend or hide it where your partner won't look. Include the following items:

IDENTIFICATION SUCH AS

- Driver's License
- Birth Certificates (yours and children's)
- Green Card and/or work permit
- Welfare Identification
- Social Security Card & Passports

RESOURCES

SHELTERS

Shelter Outreach Plus:

Family Help line (local #)	831-422-2201
Family Help line (out of area #)	800-339-8228
YWCA	831-372-6300
24-Hour Crisis Line (CA only)	800-992-2151
24-Hour Crisis Line	831-757-1001
Women's Crisis Defensa de Mujeres	831-722-4532
Crisis Line	831-685-3737

RESTRAINING ORDER ASSISTANCE

California Rural Legal Assistance (CRLA):

Monterey	831-375-0505
Salinas	831-757-5221
Toll free line	800-894-0505

Legal Services for Seniors:

Monterey	831-899-0492
Salinas	831-442-7700

Shelter Outreach Plus

Salinas	831-783-1996
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YWCA

Monterey	831-655-9222
Salinas	831-757-3344

COUNSELING, INFORMATION & REFERRAL

Community Human Services	831-757-7915
Crisis Line	800-696-0610

Monterey County DA's Victim/Witness Program

Salinas	831-755-5071
South County	831-385-8325

Probation Family Violence Unit-Salinas

Domestic Violence Unit	831-784-5793
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Monterey County Social Services:

Domestic Violence Social Worker	831-784-5994 or 831-784-5995
Referrals	831-755-4650
Family & Children's Services	831-755-4475

WIC	831-757-7651
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YWCA	831-655-9222
-------------	--------------

Child Support Services	831-755-3200
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24 hour number: 1-888-313-5163

Toll-Free Information & Referral: 2-1-1



VIOLENCIA DOMESTICA

El Consejo Coordinador sobre Violencia Domestica del Condado de Monterey

Post Office Box 2851

Salinas California 93902

<http://www.co.monterey.ca.us/dvcc>

Golpear o agredir a otra persona constituye un delito.

¿Su pareja (ya sea actual o anterior) le ha hecho alguna de las siguientes cosas?

- Golpear
- Amenazar con lastimar
- Encerrar o detener en contra de su voluntad
- Obligarle a tener relaciones sexuales
- Dañar la propiedad
- Entra a la casa a la fuerza
- Hostigamiento

SI USTED ESTA EN PELIGRO, LLAME AL 911:

Un agente de policía acudirá a su llamada y llevará acabo una investigación del abuso.

- Explíquelo la situación al policía en detalle.
- Si hubo algún testigo, infórmele al policía.
- Muestre lesiones, moretones o cualquier daño de propiedad.
- Muestre cualquier documento que usted tiene de la corte, como "una orden de no tener contacto," una orden restringente, o orden protectora de emergencia.
- Pida que el policía tome fotografías. Si la policía no toma fotografías es muy importante que Usted misma lo haga. Los moretones pueden aparecer después de varios días. Si Usted está en peligro inmediato, pida que el policía le de Una Orden de Protección de Emergencia para que su pareja no se le acerque.
- Usted tiene el derecho de tener una persona de apoyo presente durante cualquier entrevista subsecuente con el departamento de policía, abogado de la oficina del fiscal o abogado de la defensa por la Sección del Código Penal 679.05.

A PESAR DE UN ARRESTO, EL ABUSADOR PUEDE SALIR DE LA CARCEL EN CUALQUIER MOMENTO.

Ante todo, asegúrese de que Usted y sus hijos estén fuera de peligro. Solicite atención médica. Considere quedarse con amigos o familiares durante algunos días. Usted puede llamar a un refugio para conseguir alojamiento temporal en un lugar secreto o para que le ayuden en buscar otra vivienda.

PIDA AYUDA

- Pida que la policía este presente en la casa cuando Usted vaya a recoger sus pertenencias (Vea la lista en el plan de seguridad)
- Si no tiene dinero, solicite asistencia pública inmediatamente. Puede que Usted sea elegible para recibir asistencia pública, estampillas de comida, y Medi-Cal.

ORDENES DE RESTRINGIR

Bajo la sección de "Recursos", usted puede encontrar una lista de agencias que le pueden ayudar a preparar y obtener una orden de restringir para remover a su pareja de su casa, asegurar que no le llame ni se le acerque a usted, a su familia, su trabajo, la escuela o la guardería de los niños.

SI LA FISCALIA SE INVOLUCRA:

Si el acusado paga la fianza para salir de la cárcel puede que Usted necesite obtener una orden restringente. Para obtenerla, llame a una de las agencias bajo la lista de "Recursos". Si el acusado es puesto en libertad bajo fianza, la fiscalía puede solicitar que el acusado no tenga contacto con Usted. Esta orden se mantendrá vigente mientras el caso permanezca pendiente. Si desea información sobre el acusado y pedir una orden de "No Tener Contacto" Usted debe comunicarse al Programa de Asistencia sobre Víctimas en la oficina de la fiscalía.

PROGRAMA VICTIMAS/TESTIGOS

El Programa de Asistencia de Víctimas/Testigos proveen los siguientes servicios:

- Apoyo y consejos durante el proceso de la corte.
- Ayuda en sus necesidades inmediatas después del crimen.
- Información sobre recursos y servicios locales.
- Ayuda para recuperar sus gastos de bolsillo, tal como gastos médicos, de salud mental y pérdida de sueldo.

PLAN DE SEGURIDAD:

Es probable que su pareja abuse de usted de nuevo. El tener un plan de escape puede ayudarle a evitar tal tragedia. Si cree que Usted o sus hijos están en peligro deben abandonar el hogar y establecer un plan que incluya:

- Acceso a llaves de carro.
- Un fondo de dinero para emergencia, Guarde por lo menos uno o dos dólares por semana.
- Una maleta con cambios de ropa para usted y sus niños. Deje estas cosas con alguien de confianza o escóndala en un lugar donde su compañero no busque. Incluya los siguientes

Identificación

- La Licencia de Manejar
- Acta de Nacimiento (de Usted y sus hijos)
- Mica y/o Permiso de trabajo
- Tarjeta para beneficios públicos
- Tarjeta de Seguro Social y Pasaportes

RECURSOS

REFUGIOS

Shelter Outreach Plus

Línea de Crisis (# local) 831-422-2201

Línea de Crisis (# fuera de área) 800-339-8228

YWCA

831-372-6300

Línea de Crisis 24-Horas

800-992-2151

ASISTENCIA DE ORDENES RESTRINGENTES

CRLA Asistencia Legal

Monterey 831-375-0505

Salinas 831-757-5221

Numero de línea gratuita 800-894-0505

Servicios legal para el mayor

Monterey 831-899-0492

Salinas 831-422-7700

Shelter Outreach Plus

Salinas 831-783-1996

YWCA

Monterey 831-655-9222

Salinas 831-757-3344

CONSEJERIA, INFORMACIÓN & RECURSOS

Community Human Services 831-757-7915

Línea de crisis 800-969-0610

Programa de Víctimas/Testigos de la Fiscalía

Salinas 831-755-5071

Sur del Condado 831-385-8325

Unidad de Violencia Familiar del Departamento

de Probación– Salinas 831-784-5793

Servicios Sociales del Condado de Monterey

Trabajadora Social de Violencia Domestica

831-784-5790 or 831-784-5793

Recursos 831-755-4650

Para familias y niños 831-755-4475

WIC 831-757-7651

YWCA 831-655-9222

Manutención de Hijos 831-755-3200

24 horas al día 1-888-313-5163

Numero de línea gratuita

Información & Recursos: 2-1-1

Appendix D:

Interview for shelter clients with Monterey County police involvement

Interview for clients with police involvement

1. Did you call the police?
2. Have you contacted the police multiple times because of multiple incidents? If so, how many times have you contacted the police?
3. What police department responded to your call?
4. How did the police treat you?
5. Did the police provide you with any materials or information?
6. Were the police helpful?

Not at all helpful

1

2

3

4

Very helpful

5

7. Any further comments?

Appendix E:

Workshop for Women in Shelter Regarding Law Enforcement

Workshop for Women in Shelter Regarding Law Enforcement

Domestic violence is a law enforcement issue because violence against another person is a crime. Law enforcement assistance with domestic violence is crucial to helping the domestic violent relationship. Law enforcement can influence how the abuse is viewed by the abuser, victim, and children.

YWCA Monterey County wanted to ensure that victims of domestic violence are being treated, helped, and referred correctly when there was police involvement. YWCA contacted each Monterey County law enforcement training manager to find out what they would like in their training. After all the questionnaires, YWCA found out what law enforcement would like/needed to be trained on. YWCA formed a training to their needs.

The aspects of domestic violence that law enforcement needed in their training are as follows:

1. Resources
2. Handouts for victims
3. Restraining Orders
4. Domestic Violence in homosexual relationships
5. Effects on children
6. Victim's rights

These six topics were the most needed throughout all Monterey County law enforcement agencies. YWCA has formed a training to fit their needs. All Monterey County law enforcement is or will be trained on the six previously mentioned topics.

Victim's Rights

Victims should be provided:

- The name and telephone number of responding police agency
- The name and badge number of the responding officer
- Domestic violence shelters and resources

Victims should be reminded they have the right to:

- File a petition requesting a restraining order in regards to their needs (ex: not entering premises, assaulting and attacking, stalking behavior, no contact with children).

If victim has had a bad experience with law enforcement:

There is a form for evaluating police response to domestic violence. This can be completed if you want to make a complaint and state what your involvement was like. The form can be found at http://www.ncdsv.org/images/police_eval.pdf. This form can make sure that women's experiences are being known by Monterey County law enforcement and empower them to make a change.

Resources

Resources are to be handed out to victims on every domestic violence call. The resource should consist of legal assistance, shelter, counseling, and crisis lines. The Domestic Violence Coordinating Council of Monterey County has a pamphlet solely made for law enforcement. The link for the most updated pamphlet is: <http://www.co.monterey.ca.us/dvcc/>

Handouts

Handouts could be provided if law enforcement has them or believe they are needed. Some related handouts could be:

- Power and Control Wheel
- Cycle of Violence

Restraining Orders

Law enforcement are trained about the importance of restraining orders as well as what the different types are. Different restraining orders consist of: Emergency Protective Order, Civil Restraining Order, Temporary Restraining Order, and Permanent Restraining Order. Restraining orders help set limits of contact and sets a strong message to the abuser.

Emergency Protective Order:

If law enforcement arrests the alleged abuser, an Emergency Protective Order is mandated. An Emergency Protective Order can also be obtained by law enforcement when an officer believes that the victim or family member is in immediate danger of domestic violence. The Emergency Protective Order is a temporary measure of safety until the victim can receive a more permanent restraining order. The Emergency Protective Order is current from the time of arrest until the court arraignment. The Protective Order can be extended by the victim by calling the District Attorney's office.

Civil Restraining Order:

Civil Restraining Order is for protection from someone that is not a family member or in a domestic relationship. This can be against a classmate, neighbors, etc.

Temporary Restraining Order:

A Temporary Restraining Order consists of submitting paperwork to the court. The Temporary Restraining Order is in effect until the formal court hearing. The judge approves or denies the Temporary Restraining Order at court hearing.

Permanent Restraining Order:

Permanent Restraining Orders usually last from six months to three years. The order consists of no contact and no closer than 100 yards.

Domestic Violence in Homosexual Relationships

Domestic violence victims who are in a homosexual relationship may be fearful of:

- homophobic and hostile law enforcement
- medical providers
- social service providers and domestic violence programs.

This in turn makes victims fearful in leaving their abusive relationship and obtaining help.

Homosexual relationships can be abusive just like heterosexual relationships.

Homosexuals should not be discriminated against. Homosexuals receive the same assistance from law enforcement, medical providers, and social service providers as do heterosexuals.

Effects on Children

Children witnessing domestic violence and living in an environment where violence occurs may experience some of the same trauma as abused children. Not all children are affected by domestic violence in the same way. Children may become fearful, inhibited, aggressive, antisocial, withdrawn, anxious, depressed, angry, confused; suffer from disturbed sleep, problems with eating, difficulties at school and challenges in making friends. Children often feel caught in the middle between their parents and find it difficult to talk to either of them.

Children have emotional, behavior, physical, social, and cognitive effects.

Emotional effects:

- Guilt, responsible for the abuse
- Confusion between what love and hate it is
- Anger about violence

Behavior effects:

- Acting out or withdrawing
- Filling adult roles (care-taking)
- Bullying
- Bedwetting
- Nightmares

Physical effects:

- Nervous, anxious
- Neglect personal hygiene
- Often sick with colds and flu

Social effects:

- Isolated
- Do not trust others easily
- Poor conflict resolution skills
- Very social because always wanting to stay away from home

Cognitive effects:

- Blames others for their own behaviors
- Okay to hit others and control others
- Low self-esteem

Law enforcement's experiences on domestic violence calls

One of the most dangerous calls law enforcement assists with are domestic violence incidences. This is because law enforcement does not know their surroundings but the abuser/victim are very familiar with their surroundings because it is their home. Also, law enforcement does not know if there are knives or guns being hidden. Law enforcement has to make sure they are safe when assisting a domestic violence home. This is why some people feel law enforcement are cold, mean, rude, not caring or listening, etc.

Some of law enforcement's comments to forming an updated training

- "Thank you very much for taking this on, it will be extremely beneficial if its training can get done."
- "Definitely a needed class."
- Wants ongoing training

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Appendix F:
Form for Evaluating Police Response to Domestic Violence

FORM FOR EVALUATING POLICE RESPONSE TO DOMESTIC VIOLENCE

By Marie De Santis, Women's Justice Center, March 17, 2003

Introduction

The form below is put together for use by domestic violence victims and their advocates. It's designed to assist you in evaluating the police response and the police report on your domestic violence call. The form should help you identify problems in police response so that you can act quickly to get these problems corrected. You can also use this form to provide feedback to your police department and to your community on how well police are responding to domestic violence cases.

Law enforcement agencies, also, by using this form to survey domestic violence victims, can do internal quality control of their officers' handling of domestic violence calls.

The police report is usually the most critical document a victim will have in determining whether or not she can escape domestic violence. If the police report is done properly, it will serve as a solid basis for prosecuting the perpetrator and getting the perpetrator under control. A good police report can also frequently resolve problems the victim may encounter in many other arenas, such as in family court, or in problems with landlords, school, employment, immigration, etc.

On the other hand, a bad police report - an incomplete or biased police report - can seriously undermine a victim's attempt to leave the relationship. A bad police report makes prosecution of the perpetrator very difficult or impossible. And a bad police report will often be used by the perpetrator against the victim. So it's always worth the effort for victims and their advocates to evaluate the police response and report as soon as possible, and then get corrections made.

The evaluation form below doesn't cover all aspects of good police response to domestic violence. It's designed to touch on basic elements of good police response and to help you focus your own more thorough evaluation. So be sure and add your own thoughts in the space provided at the end of the form.

Please read the following notes before going through the form.

Notes:

- You don't have to answer any question(s) you don't want to answer, and, of course, you don't have to answer questions that don't pertain to your situation.
- If more than one officer responded to your call, you can choose to answer in regard to just one officer, or you can answer in regard to both, referring to them as officer #1 and officer #2.
- Feel free to put any comments, corrections, or explanations you may have in the spaces between the questions or in the space provided at the end of the form.

DATE _____
Crime Report # _____
Date and Approximate Time of Call to Police _____
Name of Police Department _____
Your Name _____

Part I:
EVALUATION OF THE POLICE RESPONSE TO YOUR DOMESTIC VIOLENCE CALL

Did the officer show concern for you and your safety?
Yes _____ No _____

Did the officer make sure that you could tell your story safely and comfortably (by giving you enough time, privacy, or whatever else was needed for you to tell your story)?
Yes _____ No _____

Did the officer ask you about the history of abuse in the relationship?
Yes _____ No _____

Did the officer ask you specific information about any threats made to you?
Yes _____ No _____

Did the officer ask about all your injuries?
Yes _____ No _____

Did the officer take pictures of all your injuries or arrange to have pictures taken of all your injuries?
Yes _____ No _____

Did the police ask you to come to the station in 48 hours to take another set of pictures of your injuries?
Yes _____ No _____

Did the officer ask if the suspect has guns or has access to guns?
Yes _____ No _____

If you answered "yes", did the officer remove the guns?
Yes _____ No _____

Did the officer get a statement from each of the children who are old enough to talk?
Yes _____ No _____

Did the officer ask you about the possibility of other witnesses? Yes _____ No _____

Did the police interview other possible witnesses or make an attempt to interview those witnesses?

Yes____ No____

Did the officer collect, or take pictures of, all other physical evidence (such as knives, broken furniture, broken phone lines, message tapes, etc.)?

Yes____ No____

Did the officer ask you if your partner has ever forced you to have sex when you didn't want to have sex?

Yes____ No ____

If you do not speak English well, did the officer provide you with a professional translator (either a fully bilingual officer or a telephone translator - not a family member or neighbor)?

Yes____ No____

Did the officer offer you an Emergency Protective Order? Yes____ No____

Did the officer issue you an Emergency Protective Order? Yes____ No____

Did the officer give you verbal information on the services available to you?

Yes____ No____

Did the officer give you written information on the services available to you?

Yes____ No____

Did the officer arrest the suspect?

Yes____ No_____

Did the officer give you the crime report number?

Yes____ No____

Did the officer ask you if you had any questions?

Yes____ No____

Did the officer give you enough explanation of what was happening?

Yes____ No____

Did the officer adequately explain to you what will happen next? Yes____ No____

Part II:

EVALUATION OF THE DOMESTIC VIOLENCE POLICE REPORT

(If you haven't yet gotten a copy of the police report, go to the comments section at the end of this section. Remember that in California and in many other states, domestic violence victims have a legal right, California Family Code Section 6228, to obtain a complete copy of the police report. For more information on how to exercise this right see http://www.justicewomen.com/help_know_your_rights.html#2)

Did the police write up a domestic violence crime report? Yes____ No____

Does the police report accurately reflect the story you told to the officer?
Yes____ No____

Does the police report accurately describe the history of abuse? Yes____ No____

Does the police report accurately describe incidents of forced sex?
Yes____ No____

Does the police report accurately describe all your injuries? Yes____ No____

Are all threats against you correctly quoted in the police report? Yes____ No____

Does the police report accurately record the statements of the children?
Yes____ No____

Does the police report contain statements of other witnesses? Yes____ No____

Does the police report accurately list all the physical evidence available (pictures, weapons, broken furniture, broken telephone lines, message machine recordings, etc.)?

Overall, does the police report seem fair to you in the way it was written?
Yes____ No____

Overall, does the police report seem complete in covering the incident?
Yes____ No____

YOUR COMMENTS: (In the space below please write your comments on what you think the officer did well in responding to your call and what you think the officer did poorly. Also give your thoughts about any way you think officers can improve their response to domestic violence calls.)

Feel free to photocopy and distribute this information as long as you keep the credit and text intact.

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www.justicewomen.com, rdjustice@monitor.net

Appendix G:
Letter to Domestic Violence Related Agencies

May 7, 2009

To whom it may concern,

As part of my graduating project at California State University Monterey Bay, I have created an updated domestic violence training for Monterey County law enforcement. I have been an intern at YWCA Monterey County's confidential shelter for women and children fleeing from domestic violence. I have found that domestic violence victims can feel re-victimized from Monterey County law enforcement. One way to assist with this issue was to understand what law enforcement does regarding domestic violence training. A survey was passed out to fifteen training managers in Monterey County. I received nine surveys back.

An interesting finding was that a department had not had any domestic violence training for over six years. Through the surveys, the training managers informed me about what they would want in their domestic violence training. The top six out of twelve answers were: resources, handouts, restraining orders, domestic violence in homosexual relationships, effects on children, victim's rights.

Majority of the departments can only allow under thirty minutes for the training. I have formed the training to their expressed needs and have kept it condensed in consideration of time.

I have had great support from law enforcement during this research. I have been told that it is "definitely a needed class" and "ongoing training" is wanted. I was also told "Thank you very much for taking this on, it will be extremely beneficial if this training can get done." This appreciation and gratitude is what helped me complete my capstone goal.

Attached is the formed domestic violence training for Monterey County law enforcement. I am sharing this training to fellow domestic violence organizations that serve Monterey County. I would like you to be informed on what law enforcement want to be trained on, and hopefully will be trained on. It is important that law enforcement and domestic violence agencies work together to be able to best assist domestic violence victims, survivors, perpetrators, and children.

If you have any questions, please contact me at brooke_ashley@csumb.edu or you may contact the Shelter Manager Ulda Valverde at uvalverde@ywcamc.org or by phone at (831) 373-6832.

I hope this has been of interest to you. Thank you for your time,

Brooke Ashley

Appendix H:
Pre/Post Domestic Violence Training Survey

Officer #:_____

Thank you for being part of the domestic violence training. Please take this brief survey regarding domestic violence. Everything will remain confidential. Thank you for your time.

Circle one: Pre Post

Training Survey

1. Please list domestic violence organizations in Monterey County which victims can be referred to.
2. What information should a domestic violence victim be provided?
3. What are the different types of restraining/protective orders?
4. How are children affected from domestic violence?

Appendix I:
Pre/Post Workshop Survey

Client #: _____

Thank you for being part of this workshop regarding law enforcement. Please take a moment to answer these following questions. Everything will remain anonymous and confidential.

Circle one: Pre Post

Survey

1. What is law enforcement trained on regarding domestic violence?

2. Rate your level of trust in Monterey County Law Enforcement:

Absolutely No Trust						Moderate						Excellent amount of trust
0	1	2	3	4	5	6	7	8	9	10		

3. What should you be given by law enforcement when the victim of domestic violence?

4. What can you do if you have a bad response by law enforcement during a domestic violence incident?